

At a minimum, training shall cover

- All training materials provided to recipients
- Use of the administrative terminal
- System functions
- Card status
- County responsibilities
- Equipment usage
- Card issuance and PIN selection processes
- Contractor contacts and escalation procedures
- Security for equipment, cards and data
- Error resolution process
- Settlement and reconciliation
- Using and understanding reports, and producing ad hoc reports
- Use of administrative terminals for fraud investigation
- Set-up and use of pseudo-households for investigative purposes

The Contractor shall train county staff who will have primary responsibility for EBT activities. This shall include instruction on the operation of the administrative terminals, card production equipment, PIN selection equipment, and any other equipment necessary for local EBT operations. Other State and county staff members will require general training overview as well as function-specific training associated with their specific areas of responsibility (e.g., fraud, system security, settlement and reconciliation, system performance, inventory control, etc.). Approximately 50 State employees will require EBT overview training. See Appendix K for estimated number of employees per county requiring EBT overview training. The number of employees requiring training is subject to change.

The Contractor shall conduct training on-site in each county, and in Sacramento for State staff. Alternately, the Bidder may propose a training approach that would have multiple counties trained concurrently, provided that it corresponds to actual implementation schedules, and no participant would have to drive more than one hour each direction to reach the training location. A multi-county training approach will only be adopted with State approval.

Staff training shall not occur more than one (1) month or less than one (1) week before rollout begins in an area. The Contractor's trainer shall also be on-site during the first week of rollout in any implementation area.

The Contractor shall develop and provide a Training Plan that describes the staff functions that will receive training and training curriculum, including training topics, methods, materials, timeframes, and mastery evaluation after completion. The Training Plan shall also describe training facility requirements, set up and equipment requirements, including computer and telecommunications connectivity requirements. The Training Plan shall describe if training will be computer-based, and if so, what equipment shall be used. The Training Plan shall also describe a train-the-trainer program for staff who will function as ongoing trainers of recipients and county staff after conversion.